Job Title:	**Technical Project Coordinator**
Job Description Number:	**1441**
Department/Division:	**OMB**
Exemption Status:	**Information Services**
Pay Grade:	**109**
Immediate Supervisor:	**IT Manager**
Normal Work Schedule:	**Mon-Fri, 8 hours/day**

Brief Description of the Job:

The scope of this position includes aspects of technical project management, process development, methodology development, issue resolution, and workflow analysis. Additional responsibilities include providing inter-departmental and cross-departmental training and product and software research. This position also has some responsibilities around backup support center tech tasks such as general troubleshooting, printer set-up, and application support. Efforts to assist the division with financial tasks such as invoicing and interdepartmental chargebacks are included. Project management may include any aspects of such including RFP development and scoring, coordination of logistics and resources, oversight of the project budget, and discovering and vetting new opportunities. Process, methodology, and workflow development will focus on those in-depth areas where the division can improve efficiency, clarity, and transparency through implementing structure and standardization in day-to-day efforts. These will include imaging processes, helpdesk metrics and methodology, service delivery to the organization, and ensuring viable customer service.

Essential Functions:

Project Management (35%): Leading and coordinating small to medium-sized projects within the IT and GIS divisions. Tasks could include RFP development and response scoring, logistics planning, working with the IT Manager on budget tracking, change orders, and interacting with multiple inside and outside vendors. Tasks held within larger, enterprise-wide projects may be assigned to this position by the IT Manager.

Research and Documentation (20%): Research new and current hardware/software for use consideration. Document helpdesk and other topics for knowledge base. Software may be in relation to upgrades of current software, new software being considered for implementation, and development and customization, when necessary, of internal software used by the division. There will be a component to document both software and hardware pieces and processes and workflows impacting the division. Research into options surrounding a topic or solution that needs a more detailed analysis leading to a decision.

Process Analysis (15%): Working with the IT Manager, Server Administrator, Network Administrator, and Technical Services Manager to develop, enhance, and refine current and needed processes. Examples could include, but will not be limited to, PC imaging, support center tech skill set development around processes, helpdesk workflows from ticket inception to close, and implementation of suggested changes arrived at through surveys or suggestions by employees.

Backup Support Center Tech (10%): Provide assistance to Technical Services Manager through a variety of services including helpdesk phone support, troubleshooting various ticket-based issues, and assisting the division with application support as needed.

Customer Satisfaction & Planning (10%): Interface with departments identified by the IT manager on a quarterly or semi-annual basis to ensure overall satisfaction, including working together to identify their current and future technology needs and develop a scope of projects to attain specified goals. Work with the Technical Services Manager to ensure delivered services are adequate and work to enhance any identified as not.

Training (5%): Develop training materials and deliver training on technical topics to division and city staff. These can include internal training on new processes, software, devices such as MFDs, and workflows. Externally, this will include training on specific software and delivering optional training through venues such as lunch and learns.

General Administrative Support (5%): Provide general support by ordering office supplies as needed, coordinating meetings, entering requisitions in HTE, receiving invoicing into HTE, and working with Accounts Payable when necessary.

Other duties and responsibilities as assigned.

Physical Demands
Overall Strength Demands: Light strength demands include exerting up to 20 pounds occasionally, 10 pounds frequently, or negligible amounts constantly AND/OR walking or standing to a significant degree.

Physical Demands: Continuously requires sitting, talking, and using vision and hearing. Occasionally requires standing and walking. Rarely requires fine dexterity, lifting, carrying, reaching, handling, kneeling, pushing/pulling, and bending.

Machines, Tools, Equipment, and Work Aids: N/A

Computer Equipment and Software: PC, mouse, keyboard, monitor, etc.

Working Conditions
Overall Working Conditions: Good: Relatively free from unpleasant environmental conditions or hazards

Environmental Factors: Monthly exposure to physical hazards.

Health and Safety: Monthly electrical hazards.

Primary Work Location: Office Environment.

Protective Equipment Required: None

Non-Physical Demands

Frequently requires time pressures, frequent change of tasks, tedious and exacting work, multiple tasks simultaneously, and working closely with others as part of a team. Occasionally requires irregular schedule/overtime. Rarely requires emergency situations.

Job Requirements

Formal Education: Bachelor's degree or equivalent in Computer Science required.

Experience: Over four years of experience as an information technology project manager or equivalent.

Driver's License Required: Valid Class D SC license.

Certifications and Other Requirements: Project Management preferred.

Job Demands

Reading: Advanced Level: Ability to read, analyze, and interpret general business periodicals, professional journals, technical journals and procedures, financial reports, legal documents, and governmental regulations as well as literature, books, reviews, reports, and abstracts.

Math: Intermediate Level: Ability to deal with a system of real numbers; and practical application of fractions, percentages, ratios/proportions and measurement.

Writing: Advanced Level: Ability to write policies, contracts, speeches, formal presentations, and/or technical and legal documents and correspondence.

Human Collaboration Skills: Decisions regarding interpretation of existing policies may be made. Contacts may involve stressful, negative interactions requiring high levels of tact and the ability to respond to aggressive interpersonal interactions. Elements of persuasion may be necessary to gain cooperation and acceptance of ideas. Work has a moderate impact on the organization. External contacts include various vendors. Internal contacts include all departments.

Management and Supervision: Semi complex scope of supervision that requires functioning as a leader worker performing essentially the same work as those directed, and includes overseeing work quality, training, instructing, and scheduling work.

Technical Skill: Comprehensive Skilled: Work requires a comprehensive practical knowledge of a technical field with use of analytical judgment and decision-making abilities appropriate to the work environment of the organization. Consequences of work affect large groups as well as the customer-based at large.

Fiscal Responsibility: Position does research for budget forms and requests, prepares draft documents, and oversees non-discretionary expenditures for a specific program, grant, or project.

Freedom to Act and Impact of Action

Receives General Direction: The employee normally performs the job by following established standard operating procedures and/or policies. There is a choice of the appropriate procedure or policy to apply to duties. Performance is reviewed periodically. Moderate impact of action: Moderate benefits or costs in time, money, or public/employee relations.

Disclaimer

The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job.